

KEYSPAN ENERGY DELIVERY NEW ENGLAND
D.T.E. 05-68

FIRST SET OF INFORMATION REQUESTS OF THE
ATTORNEY GENERAL TO
KEYSPAN ENERGY DELIVERY NEW ENGLAND

AG 1-15

Date: March 9, 2006

Respondent: Theodore Poe, Jr.

- Q. State whether the Company has experienced any customer curtailments or outages on Cape Cod related to low pressure problems on the middle and eastern ends of Cape Cod? Please give a detailed explanation of each event that resulted in customer curtailment or outage, the number of customers affected by the event, and of the steps that the Company took to resolve each problem. Will the problems that you identified effect the Company's Service Quality performance and how?
- A. On January 16, 2004, following a day colder than the Company's design day, the Company experienced two low pressure related customer outage events on the middle and eastern ends of Cape Cod.
- The first event occurred in Eastham and resulted in 34 customer outages. To resolve this low pressure problem, the Company secured a location for a mobile Ambient LNG Vaporizer (60 mcfh unit) at the town DPW yard on Old Orchard Rd, Eastham and completed the following system reinforcement projects:
 - 975' of 4" plastic (60 psig) main in Samoset Rd, Eastham
 - 1,250' of 4" plastic (60 psig) main in West Rd, Orleans
 - 2,000' of 12" coated steel (60 psig) main in Main St, Brewster
 - 850' of 4" plastic (60 psig) main in Long Pond Rd, Brewster
 - The second event occurred in East Dennis and resulted in 24 customer outages. To resolve this low pressure problem, the Company completed the following system reinforcement projects:
 - 8,500' of 8" plastic (60 psig) main in Union St, Yarmouth
 - 1,750' of 4" plastic (60 psig) main in Old Bass River Rd, Dennis
 - 165' of 2" plastic (60 psig) main in Pilgrim Rd, Dennis
 - installed new 60 psig district regulator at Willow @ Higgins Crowell Rd, Yarmouth

- installed new 60 psig district regulator at Setucket @ Slough Rd, Brewster

In addition to the above steps taken to resolve each problem directly, the Company completed system work to reinforce the system serving the east end of Cape Cod in general. These projects are:

- 5,000' of 12" CS (200 psig) main in General MacArthur Blvd & Rte 28, Bourne (2003 project completed in 2004)
- Upgraded the Bourne Line to 270 psig from the bridge to the Massachusetts Military Reservation ("MMR"), including a 270 to 200 psig district regulator
- 8,250' of 12" CS (200 psig) main in Sandwich Rd, Hatchville
- 10,000' of 12" (200 psig) CS in West Truck Rd, MMR.
- 450' of 8" plastic (60 psig) main at the Chatham LNG facility on Orleans Rd.
- 5,200' of 8" plastic (60 psig) main in Stoney Hill Rd & Stepping Stone Rd, Chatham
- 1,100' of 8" plastic (60 psig) main in Main St, Harwichport

The Company is unaware of any direct impact on its service quality performance as a result of these events. To the extent that either event had an indirect effect on service quality performance (i.e. increased calls for service, complaints to the DTE consumer division, etc.), such effects would have been reflected in the Company's calendar year 2004 results that were reported to the DTE on March 1, 2005.